

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION **JUNE 2015**

Ridership

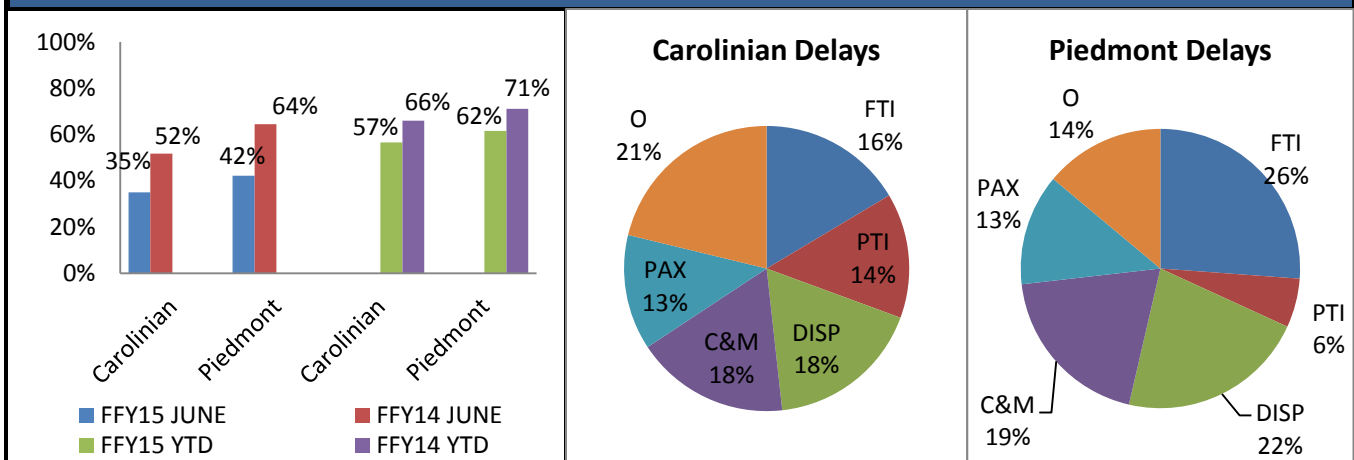
	FFY15 JUNE	FFY14 JUNE	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	23,775	27,973	-15%	220,064	220,985	0%
Piedmont	11,033	13,188	-16%	121,972	128,323	-5%
Total	34,808	41,161	-15%	342,036	349,308	-2%
			# of Trains	FFY15 JUNE	FFY14 JUNE	Δ
Average number of passengers per train		Carolinian	60	396	466	-15%
		Piedmont	116	95	112	-15%

Revenue

	FFY15 JUNE	FFY14 JUNE	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	\$1,589,602	\$1,900,403	-16%	\$13,926,614	\$13,530,608	3%
Piedmont	\$223,053	\$262,194	-15%	\$2,510,359	\$2,559,501	-2%
Total	\$1,812,655	\$2,162,597	-16%	\$16,436,973	\$16,090,109	2%
Amenities	Mo. Surcharge	\$7,547	Mo. Expense	\$1,875	Mo. Surplus	\$5,673

*June 2015 service modifications and annulments impacted 14 trains due to PIP construction as compared to only two Piedmont annulments in June 2014. June 2015 trains impacted: **six Carolinian trains ran on modified operations**: 79 and 80 only operated between NYP-RGH (6/8), 79 and 80 only operated between RGH-CLT (6/20 and 6/21); **four Piedmont trains were annulled and four ran on modified operations**: 73, 74, 75, and 76 operated train and bus combinations (6/1); 74 and 75 were annulled (6/8 and 6/15). Looking ahead: **Four to five service disruptions impacting midday trains are expected between September and December 2015**. Additional analysis finds high correlation between lower retail gas prices and drops in Piedmont ridership.

On-time Performance



*Carolinian and Piedmont delays were 8,159 and 4,511 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Satisfaction

	FFY15 MAY	FFY14 YEAR-END	Δ
Carolinian	72%	75%	-3%
Piedmont	90%	88%	2%

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line; the eCSI is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2014 were 82% for the Carolinian and 92% for the Piedmont; and for FFY 2015 are 79% for the Carolinian and 90% for the Piedmont.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Charlotte - Raleigh	Charlotte - Raleigh
2	Raleigh - Washington	Charlotte - Durham
3	New York - Raleigh	Charlotte - Cary
4	Cary - Washington	Charlotte - Greensboro
5	Charlotte - New York	Greensboro - Raleigh
6	Charlotte - Durham	Cary - Greensboro
7	Charlotte - Washington	Durham - Greensboro
8	Greensboro - Washington	Charlotte - HighPoint
9	New York - Wilson	Cary - Durham
10	Durham - Washington	Charlotte - Salisbury

*Of the ten city pairs with the highest ridership, from the previous FFY month Cary - Washington had the largest increase of 23% and Charlotte - Washington the largest decrease of 32% for the Carolinian; Kannapolis - Raleigh had the largest increase of 8% and Charlotte - Greensboro the largest decrease of 23% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY15 JUNE	FFY14 JUNE	Δ
Charlotte	11,519	14,154	-19%
Greensboro	8,877	10,125	-12%
Raleigh	6,660	9,002	-26%
Durham	5,461	6,981	-22%
Cary	4,648	5,124	-9%
Wilson	2,446	2,815	-13%
High Point	2,407	2,758	-13%
Rocky Mount	1,765	2,192	-19%
Salisbury	1,759	1,652	6%
Burlington	1,700	2,159	-21%
Kannapolis	1,462	1,591	-8%
Selma-Smithfield	673	657	2%

*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association

	FFY15 JUNE	FFY15 YTD
Train Host Volunteer Hours	1,029	9,426



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